

# **South Carolina Department of Disabilities and Special Needs**

## **PDD State Funded Program Reconsideration/Appeals Process**

The SC Department of Disabilities and Special Needs (SCDDSN) is responsible for the day-to-day operations of the Pervasive Developmental Disorder (PDD) State Funded Program. It is the policy of DDSN that each applicant for services or service recipient has the right to voice concerns and appeal decisions regarding services or treatment.

A formal request for reconsideration must be made in writing within thirty (30) calendar days of receipt of written notification of the adverse decision. The request must state the basis of the complaint, previous efforts to resolve the complaint and the relief sought. The reconsideration request must be dated and signed by the consumer, representative, or person assisting the consumer in filing the request. If necessary, staff will assist the consumer in filing a written reconsideration. The consumer/representative will receive written notification of the decision at each level of the appeal process and will have ten (10) working days from receipt of the written finding in which to request a review of that decision at the next level. When the decision is rendered the consumer/representative shall also be informed of the next level of appeal.

The following three-step process is established to ensure a fair and impartial review.

### **Step One**

1. The grievance/appeal will be made to the Autism Division Director in writing at SCDDSN, P. O. Box 4706, Columbia, SC 29240.
2. The Autism Division Director shall investigate the concern. Efforts will be made to resolve the concern and may include meeting with the consumer/representative and staff.
3. The Division Director shall issue a written decision within ten (10) working days of receipt of the written grievance/appeal. If the grievance/appeal is resolved, it shall be acknowledged in writing and documented in the consumer's record.

### **Step Two**

1. If the consumer/representative is not satisfied, he/she may appeal to the DDSN Associate State Director for Policy.
2. The Associated State Director for Policy shall review the facts of the case and all supporting documents and consult with the Autism Division Director, and render a written decision within ten (10) working days. If the grievance/appeal is resolved, it shall be acknowledged in writing and documented in the consumer's record.

### **Step Three**

1. If the consumer/representative is not satisfied with this decision, he/she may appeal to the State Director of the South Carolina Department of Disabilities and Special Needs.
2. The Associate State Directors and/or other designated staff shall compile all the relevant facts of the case and supporting documents. The State Director may also convene a panel to review the grievance/appeal and make a recommendation for resolution as part of the decision making process.
3. The State Director shall review all information and recommendations provided and issue a written decision within ten (10) working days from receipt of the grievance/appeal. In accordance with State law, the State Director has final authority in making service and program decisions regarding consumers of DDSN (South Carolina Code 44-20-420 Supp. 1993).